

North Carolina Helene Recovery

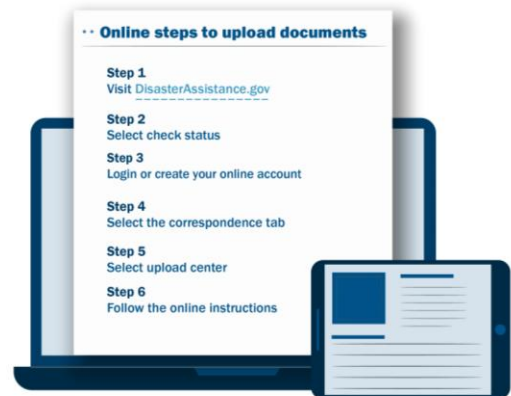
Oct. 28, 2024

Key Messages

- Two new [Disaster Recovery Centers \(DRC\)](#) opened in Bryson and Conover, and a new Mobile DRC (M-DRC) opened in Asheville. The DRCs operating in impacted communities across North Carolina have served more than **16,000 survivors**.
- FEMA is providing Direct Temporary Housing Assistance (DTHA) to qualifying households in 25 counties. DTHA may be provided in three forms: **Direct Lease, Multifamily Lease and Repair and Transportable Temporary Housing Units**. For more information on DTHA options and eligibility, please visit: <https://www.fema.gov/fact-sheet/direct-temporary-housing-assistance-helene-survivors>.
- To date, FEMA has approved more than **\$184 million** to more than **116,000 households** to help North Carolinians as they recover from Tropical Storm Helene.
- More than **3,500 households** are checked in to Transitional Sheltering Assistance hotels and motels.

The Best Way to Send Disaster Documents to FEMA

Uploading your documents online is the fastest and easiest way to send them to us. After you apply for FEMA assistance, you can create an online account and upload documentation. Your online account will have a record of what documents were sent and when they were sent. Download the FEMA app or access the site directly by visiting [DisasterAssistance.gov](https://www.DisasterAssistance.gov).



FAQ of the Day: What do I need to include in all my disaster documents when submitting to FEMA?

- All disaster documents you send to FEMA should include on all pages: your full name, last four digits of your social security number, Disaster Number (DR-4827-NC) and FEMA Application Number. Also include the address of the disaster-damaged home and a current phone number.

FEMA is Hiring!

- FEMA is hiring in Durham, Hickory and Asheville to support community recovery from Helene. These temporary positions start as 120-day appointments and may be extended. Applications are being accepted online. To see all open positions and to apply, visit usajobs.gov, type keywords "FEMA, Local Hire" and enter your location as "North Carolina."



FEMA

Applying for FEMA Assistance: Online is the Fastest Option

Homeowners and renters in 39 North Carolina counties and tribal members of the Eastern Band of Cherokee Indians (www.fema.gov/disaster/4827/designated-areas) can apply for federal assistance in several ways:

- Online to DisasterAssistance.gov
- Via the **FEMA app** (<https://www.fema.gov/about/news-multimedia/mobile-products>)
- Calling **800-621-3362**

If you use a relay service, such as Video Relay Service (VRS), captioned telephone or other service, give FEMA your number for that service. For a video on how to apply for assistance, go to www.youtube.com/watch?v=HhtlyTX49RE.

Understanding Your FEMA Letter

- If you applied for FEMA assistance, you will receive **a letter explaining FEMA's decision within 10 days**. Read your letter carefully and stay in touch with FEMA. They may need more information to approve your application.
- **If you are approved:** You may get funds by direct deposit or a U.S. Treasury check based on which payment method you chose in the application. Your first payment may be for essentials, like food and water. You could also receive funds to hire a contractor to provide an estimate for home repairs. Stay in touch with FEMA even if you are approved. If your situation changes, you may be eligible for further disaster assistance.
- **If you are NOT approved:** FEMA may need additional information from you to support your application. This will be explained in your determination letter. **Read the letter carefully**. The fastest way to submit additional documents is to upload to your disaster assistance account at DisasterAssistance.gov.

Appealing a Decision

- You can appeal any FEMA decision or award amount by sending documents that show you qualify and need more help, like estimates for repairs, receipts, bills, etc. Each decision letter you receive from FEMA explains the reason you are ineligible and the types of documents that may help you appeal FEMA's decision or award amount for that type of assistance.
- Documentation or estimates supporting your claim is all that is required to appeal a FEMA decision. You can also fill out the Appeal Request Form included with your FEMA decision letter. For more details on appealing a FEMA decision, please visit: <https://www.fema.gov/fact-sheet/how-appeal-fema-decision>.

Verifying Your Identity for FEMA Assistance

- North Carolinians do not need identification to start the application process for FEMA assistance. However, FEMA may need proof of identity, residence and other documentation before assistance can be paid.
- **If you lost your North Carolina driver license or ID card in the storm**, you may apply for a replacement at any driver license office. Standard licenses may also be replaced online at ncdot.gov. If there is a change of address, you have 30 days to update your address on the credential.

Additional Resources

Disaster Unemployment Assistance (DUA) hotline is now available to survivors of Helene. English 919-629-3857 | Spanish: 919-276-5698. For more information or to register online, visit: <https://www.des.nc.gov>.

United Way's NC 211 is a multilingual and confidential service that provides health and human services information and referrals through a free statewide phone number (2-1-1 or 1-888-892-1162 if calling from an out-of-state area code) and website (www.nc211.org).

NC Department of Health and Human Services (NC DHHS) is sharing guidance on actions people can take to ensure water is safe and to prevent waterborne disease or illness after the storm. Learn more at: www.ncdhhs.gov/safe-water-simplified/download?attachment.

NC Department of Public Safety (DPS): Emergency Management (www.ncdps.gov/our-organization/emergency-management).

North Carolina Office of the Governor: Gov. Roy Cooper (www.governor.state.nc.us).

North Carolina State and Local Level Referrals: (www.fema.gov/assistance/individual/disaster-survivors/state-local-referral-lists/north-carolina).

North Carolina Disaster Relief Fund: (<https://www.nc.gov/disaster-relief-fund-faqs>).

FEMA is working to stop the spread of dangerous rumors. Learn more at: www.fema.gov/disaster/current/hurricane-helene/rumor-response.

United States Postal Service has established alternate locations. Find a nearby location at: about.usps.com/newsroom/service-alerts/residential/welcome.htm.

For the latest information about North Carolina's recovery, visit fema.gov/disaster/4827. Follow FEMA Region 4 [@FEMARegion4](https://twitter.com/FEMARegion4) on X or follow FEMA on social media at: [FEMA Blog](http://fema.gov) on fema.gov, [@FEMA](https://twitter.com/FEMA) or [@FEMAEspanol](https://twitter.com/FEMAEspanol) on X, [FEMA](https://www.facebook.com/FEMA) or [FEMA Espanol](https://www.facebook.com/FEMAEspanol) on Facebook, [@FEMA](https://www.instagram.com/FEMA) on Instagram, and via [FEMA YouTube channel](https://www.youtube.com/channel/UC...). Also, follow Administrator Deanne Criswell on X [@FEMA Deanne](https://twitter.com/FEMA_Deanne).

North Carolina Disaster Recovery Centers

A Disaster Recovery Center (DRC) is a one-stop shop where survivors meet face-to-face with FEMA representatives, apply for FEMA assistance, receive referrals to local assistance in their area, apply with the U.S. Small Business Administration (SBA) for low-interest disaster loans and much more. Disaster survivors can visit any open center, including locations in other states. No appointment is needed.

Learn How to Salvage Disaster-Damaged Family Treasures in a DRC

FEMA's preservation teams will be in DRCs throughout the state to demonstrate how to safely handle and salvage storm-damaged items, like family photos, artwork, textiles, media and other family treasures.

Save Your Treasures Program Schedule | Oct. 29 – Nov. 1, from 9 a.m. to 5 p.m.

- Buncombe County M-DRC: Buncombe County Sports Park (parking lot)
- Haywood County DRC: Regional High Technical Center
- Henderson County DRC: Blue Ridge Commons

If you are unable to attend an in-person preservation demonstration, you can learn more about salvaging family treasures by visiting www.fema.gov/disaster/recover/save-family-treasures or culturalrescue.si.edu/who-we-are/hentf.

Twenty-one DRCs are currently open from 8 a.m. - 7 p.m., Monday through Sunday

- **Alleghany County DRC:** Blue Ridge Business Development Center (BDC), 115 Atwood St., Sparta, N.C. 28675
- **Ashe County DRC:** Family Central Parks & Recreation Center, 626 Ashe Central School Rd., Jefferson, N.C. 28640
- **Avery County DRC:** Mayland Community College-Avery Campus, 785 Cranberry St., Newland, N.C. 28657
- **Buncombe County DRC:** Cane Creek Pool (parking lot), 590 Lower Brush Creek Rd., Fairview, N.C. 28730
- **Buncombe County M-DRC:** Buncombe County Sports Park (parking lot), 58 Apac Dr., Asheville, N.C. 28806
- **Burke County DRC:** Foothills Higher Education Center, 2128 S. Sterling St., Morganton, N.C. 28655
- **Caldwell County DRC:** Caldwell County Health & Human Services Center, 2345 Morganton Blvd SW, Lenoir, N.C. 28645
- **Catawba County DRC:** Conover Fire Department Station 3, 1776 Village Square NW, Conover, N.C. 28613
- **Haywood County DRC:** Regional High Technical Center, 112 Industrial Park Dr., Waynesville, N.C. 28786
- **Henderson County DRC:** Blue Ridge Commons, 2111 Asheville Hwy., Hendersonville, N.C. 28791
- **Jackson County DRC:** Jackson County Annex Building, 198 WBI Dr., Sylva, N.C. 28779
- **Madison County DRC:** Madison County Public Library, 1335 N Main St., Marshall, N.C. 28753

- **Mecklenburg County DRC:** Former Corvian Community School Building, 9501 David Taylor Dr., Charlotte, N.C. 28262
- **Mitchell County DRC:** Mitchell County Senior Center, 152 Ledger School Rd., Bakersville, N.C. 28705
- **McDowell County DRC:** McDowell County Senior Center, 100 Spaulding Rd., Marion, N.C. 28752
- **McDowell County (No. 2) DRC:** A.C. “Bud” Hogan Community Center, 909 East Main St., Old Fort, N.C. 28762
- **Rutherford County DRC:** Mountains Branch Library, 150 Bills Creek Rd., Lake Lure, N.C. 28746
- **Swain County DRC:** Swain County Technology and Training Center, 45 East Ridge Dr., Bryson, N.C. 28713
- **Transylvania County DRC:** Community Services Building, 106 E. Morgan St., Brevard, N.C. 28712
- **Watauga County DRC:** Appalachian Enterprise Center, 130 Poplar Grove Connector, Boone, N.C. 28607
- **Yancey County DRC:** County Annex Facility (Old Ridge Hardware), 671 W U.S. Hwy 19E Bypass, Burnsville, N.C. 28714